

Operations Narrative

Zdorovie Senior Services, LLC, 141-145 California Street

Zdorovie Senior Services, LLC. (“Zdorovie” or “the petitioner”) operates an adult day care center at 149A California Street (“the facility”). There is currently a capacity of 87 clients and 15 staff. In 2011, a parking waiver of 22 stalls was found to be appropriate since none of the clients drive. The facility serves a local population of elders who desire to continue to live in a residential setting, often with extended family, and need support during the day. Many of these clients are Russian-Jewish immigrants, and the program offers health and educational services, food as well cultural enrichment experiences which are familiar and comforting. Zdorovie currently has a lengthy waiting list of clients who desire to attend its program. The facility provides an important service for Newton families who wish to keep their elders living at home but need coverage during the day.

Zdorovie recently purchased the entire site, which contains five buildings (specifically 141, 143, 145, 149A and 149 California Street). The petitioner seeks to expand its operations into the four other buildings. The proposal is to convert 143 and 145 California Street into adult day care facilities with a similar layout to 149A California Street. The two buildings would have capacities of 75 clients/13 staff and 96 clients/16 staff, respectively. 141 California Street would be used as a commercial kitchen to prepare food for clients at the site, as well as at Zdorovie’s other facilities in Needham and Natick, and 149 California Street would be used for overflow storage.

The kitchen staff will grocery shop twice per week to prepare food for its centers daily. Lunch meals will be shipped out once per day to Zdorovie’s other facilities in Natick and Needham. These deliveries will be made in the middle of the day.

The proposed expansion would require an additional parking waiver of 18 stalls. Since none of the clients drive themselves to the facility, the proposed parking lot capacity of 61 stalls is adequate for the total proposed staff of 46 and 15 vans. Historically about a third of Zdorovie’s staff do not drive themselves to work. Some of these staffers live in the immediate local area and walk to work. Others carpool. In some instances, members of the same family work together at the facility. This is a locally run and operated business, and it is important for the staff to speak in Russian with the clients.

Hours of operation are 8:00 am – 4:00 pm, Monday through Sunday. The facility currently offers home pick-up and drop-off of its clients in five dedicated vans, and all clients take advantage of this service. If the proposed expansion is approved, Zdorovie will purchase an additional ten vans (5 vans per each additional building expansion) to accommodate the increased capacity of the facility. The vans will operate on staggered schedules over a period of an hour and a half window in the morning and afternoon to minimize traffic in the parking lot. The only proposed change to the current layout of the parking lot would be the creation of van

drop off areas in front of the two new adult day care buildings, and the addition of a handicap parking stall in front of each of these buildings.

Zdorovie staff arrive around 7:30am and leave when the facility closes at 4:00 pm. (Staff work one shift per day.) Staff have a dedicated break room which is utilized as needed throughout the business day and they typically do not leave the site during their break. Weekend and weekdays generally have the same daily capacity.

During the arrival and departure process, most of Zdorovie staff is involved in assisting in ambulation to and from the vans, assisting in loading in and out of the vans, assisting clients with their belongings, and making sure clients are safe. Nurses, program aids and supervisors all work together in the mornings and afternoons to ensure smooth and safe operations.

Sample Class Schedule

8:00 am – 9:00 am	Client arrival time
9:15 am	Therapeutic morning exercise
9:30 am	Breakfast time
10:00 am – 11:00 am	English Class
11:30 am – 12:15 pm	Computer class
12:30 pm – 1:00 pm	Memory enhancement games and quizzes
1:30 pm	Lunch time
2:00 – 3:00 pm	Departure time

During breaks in the schedule, clients may choose to rest, meet with nurses or other staff, go for walks, or participate in additional activities under the supervision of staff members.

Therapeutic Activity plan is developed monthly past topics have included the following:

- Health education and nursing procedure
- English language teaching
- Computer/technology proficiency teaching
- Education on signs of elder abuse
- Education of fraud and scams
- Education of assistive devices usage
- Education of proper body mechanics
- Education, supervision and assistance of physical exercise
- Cognitive stimulation games

- Historical and cultural educational field trips
- Lectures

Van Drop off and Pick up Schedule

(Van stalls are labeled on the Proposed Conditions site plan as “V”, and employee stalls as “E”)

Vehicle Schedule per each of 3 centers:

- Arrival
 - 8:00AM Van 1
 - 8:15AM Van 2
 - 8:30AM Van 3
 - 8:45AM Van 4
 - 9:00AM Van 5
 - 9:30AM Any additional route as needed

- Departure
 - 2:00PM Van 1
 - 2:15PM Van 2
 - 2:30PM Van 3
 - 2:45PM Van 4
 - 3:00PM Van 5
 - 3:30PM Any additional route as needed